



# PUBLIC NOTICE

**Federal Communications Commission**  
445 12th Street, S.W.  
Washington, DC 20554

News media information 202 / 418-0500  
Fax-On-Demand 202 / 418-2830  
Internet: <http://www.fcc.gov>  
<ftp.fcc.gov>

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## **NEW CORES ONLINE PASSWORD RESET AND ULS CALL SIGN/FRN ASSOCIATION FEATURES AVAILABLE SEPTEMBER 26, 2005**

The Federal Communications Commission (FCC) is pleased to announce two new online capabilities that were implemented at the end of September 2005:

- Online FRN Password Reset -- will allow customers to instantly reset their FCC Registration Number (FRN) password online via the Commission Registration System (CORES)
- Call Sign/FRN Association – will provide customers with self-service tools within the Universal Licensing System (ULS) to help manage the association of call signs, antenna registration numbers, and FRNs.

### **Forgot Your FRN Password? Reset it Online!**

Customers doing business with the FCC are required to register for a FCC Registration Number (FRN) and password obtained from the Commission Registration System (CORES). Currently, customers must contact FCC support staff to assist in resetting a forgotten password. The new “self-service” password reset feature allows authorized users to reset their own FRN password online instantly via the CORES website. Resetting a forgotten password is achieved by establishing and then using your **Personal Security Question (PSQ)** and answer. To register for an FRN, or to update a current FRN with a new PSQ and answer, visit <http://www.fcc.gov/fmreg>.

### **Setting Up Your PSQ and Answer**

The new password reset feature requires users to establish a PSQ and a corresponding answer. You can choose from questions commonly used in the industry such as “what is your mother’s maiden name,” “what is your favorite pet’s name,” and so on. You may also specify your own custom question and answer.

If you have not yet registered for an FRN with the FCC, you must select a PSQ and provide a corresponding answer during the registration process. If you already have an FRN, you must update your registration information in CORES, and select a PSQ and answer. If you contact the ULS Customer Support Staff, the staff member will ask you to provide a new PSQ and answer.

Those who already have an FRN and password are encouraged to register a PSQ and answer. Adding the PSQ information to your FRN will allow you to use the self-service password reset in the future. All batch filers, including Amateur applicants, may provide their PSQ information. This allows the applicant to obtain their password as soon as their application is filed in ULS.

## **How to Reset Your Password Online**

Once you have entered the PSQ and answer you can begin using the password reset feature. Enter your FRN and provide the correct answer to your PSQ when prompted. After entering and confirming a new password, it resets immediately. You can then use your FRN and new password right away.

Several safety measures protect your password information, including a secure browser interface, masking all security data elements, such as your taxpayer identification number (TIN) from the public, as well as protection of secure data elements from browser caching. The PSQ and answer model is widely regarded as a secure data source for confirming the identities of those seeking to reset a primary system password in an online system.

## **Customer Support for FRN Password Reset Requests**

FCC assistance in resetting FRN passwords will continue to be available via online request at our website <https://esupport.fcc.gov/password.htm> or by calling the ULS Customer Support Staff. When you call the support staff to reset your password, you will be asked to provide a PSQ and answer, if you have not already done so. The password hint previously used by the CORES system will no longer be available.

## **FCC Forms 160 and 161**

The FCC will discontinue the old Forms 160 (CORES Registration Form) and Form 161 (CORES Update/Change Form) effective November 1, 2005. After that date, the FCC will no longer accept applications filed on FCC Forms 160 and 161 with edition dates prior to September 2005. Forms 160 and 161 have been updated to include the PSQ data and are available on the FCC website <http://www.fcc.gov/formpage.html>.

## **ULS Call Sign/FRN Association**

There are ULS call signs and Antenna Structure Registration (ASR) numbers that are not currently associated with an FRN. Customers wishing to update or renew licenses and ASR numbers must associate their call signs and registration numbers with their FRN. The enhanced ULS Call Sign/FRN Association will allow customers to better manage their call signs and associated FRN.

## **How to Check your Call Signs and ASR Numbers are Accurately Associated**

To ensure that your call signs and/or ASR numbers are accurately associated with the FRN you currently use, visit <http://wireless.fcc.gov/uls>. Click the License Search button for ULS call signs and the ASR button, then Search Registrations button for ASR numbers.

## **For More Information**

Materials (slide show and video recording) of a recent demonstration of these new features are available at the following address: <http://wireless.fcc.gov/papers2005.html>. ULS Customer Support can be reached Monday to Friday 8am-6pm (eastern time) at 877-480-3201 (option #1) or 888-225-5322 (option #2).

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